

# Using Elevate to Book with the Student Success Centre

## What is Elevate?

The Student Success Centre (SSC) uses the Elevate platform to allow students to book appointments. You would use Elevate to book an appointment to meet with a writing tutor, academic development specialist, or exploratory advising. As a student, you can use Elevate to book with other services on campus such as Career Services, Leadership and Student Engagement and some advising offices.

## Instructions for Booking

### Step 1: Go to Student Success Centre website

To access the Elevate booking portal from the [Student Success Centre webpage](#) choose the **Book an appointment** button on the main page. You can also login to Elevate directly at [elevate.ucalgary.ca](https://elevate.ucalgary.ca).

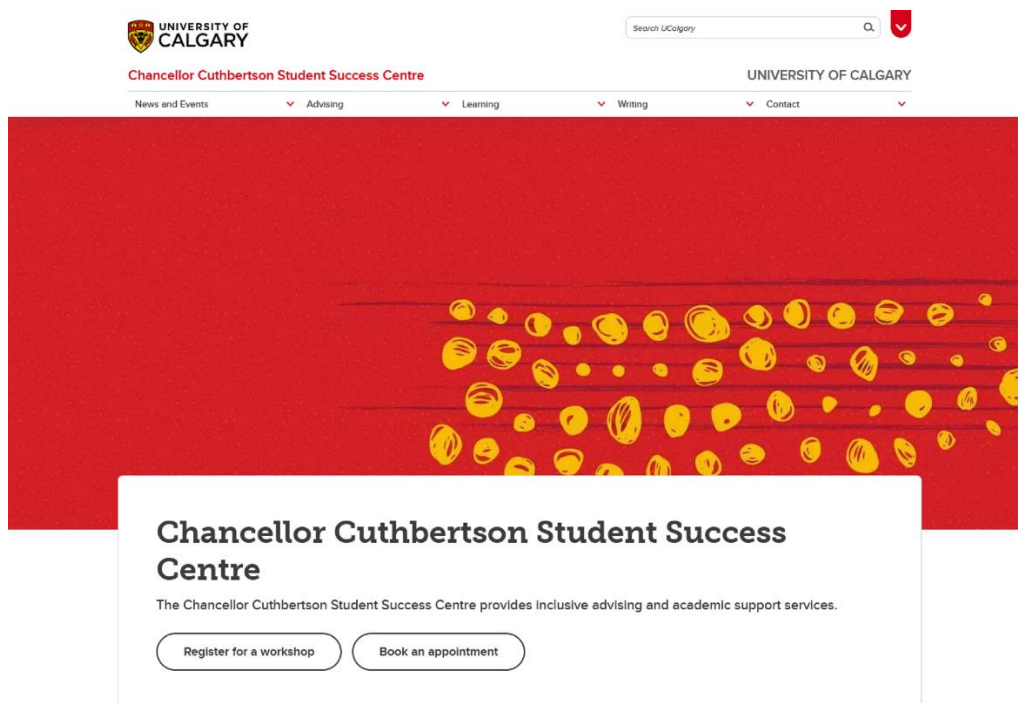


Figure 1 Student Success Centre homepage.

## Step 2: Log into Elevate

Under the **Login** tab, choose **Student Login** and sign in using your University of Calgary Student email address.

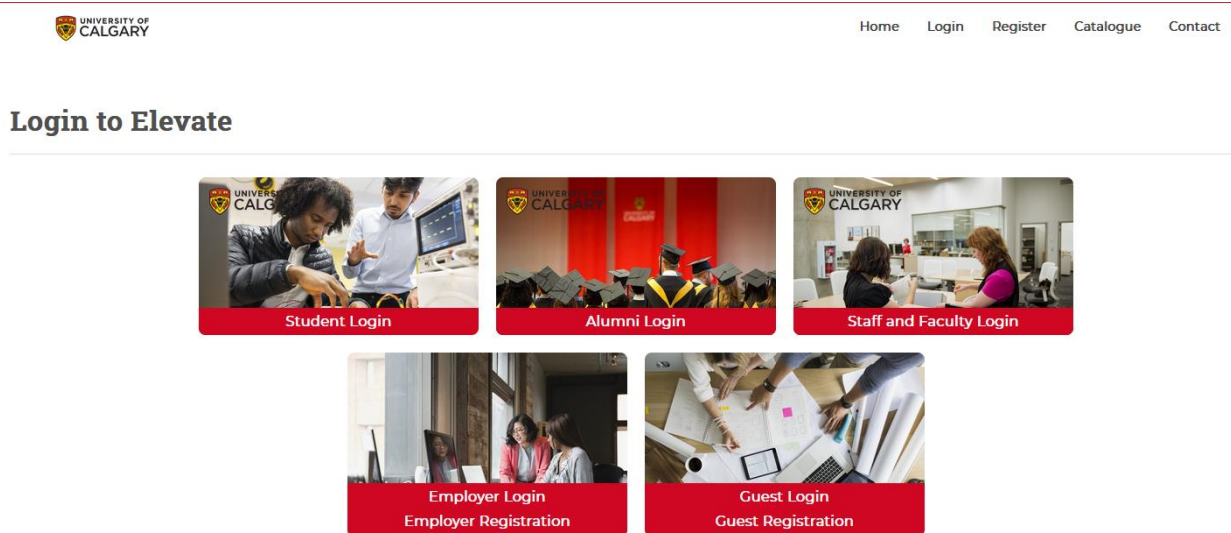


Figure 2 Elevate webpage with the login drop-down menu.

**Note:** If you don't have a UCalgary IT account, you can activate it [here](#).

## Step 3: Select Student Success Centre

Choose **Student Success Centre** from the Dashboard menu on the left side. This will open a sub-menu with the different services.



Figure 3 Elevate Dashboard menu with Student Success Centre.

#### Step 4: Choose a service

Select **First Generation Student Program** from the Student Success Centre sub-menu and then select **Getting Started for Fall Term**.

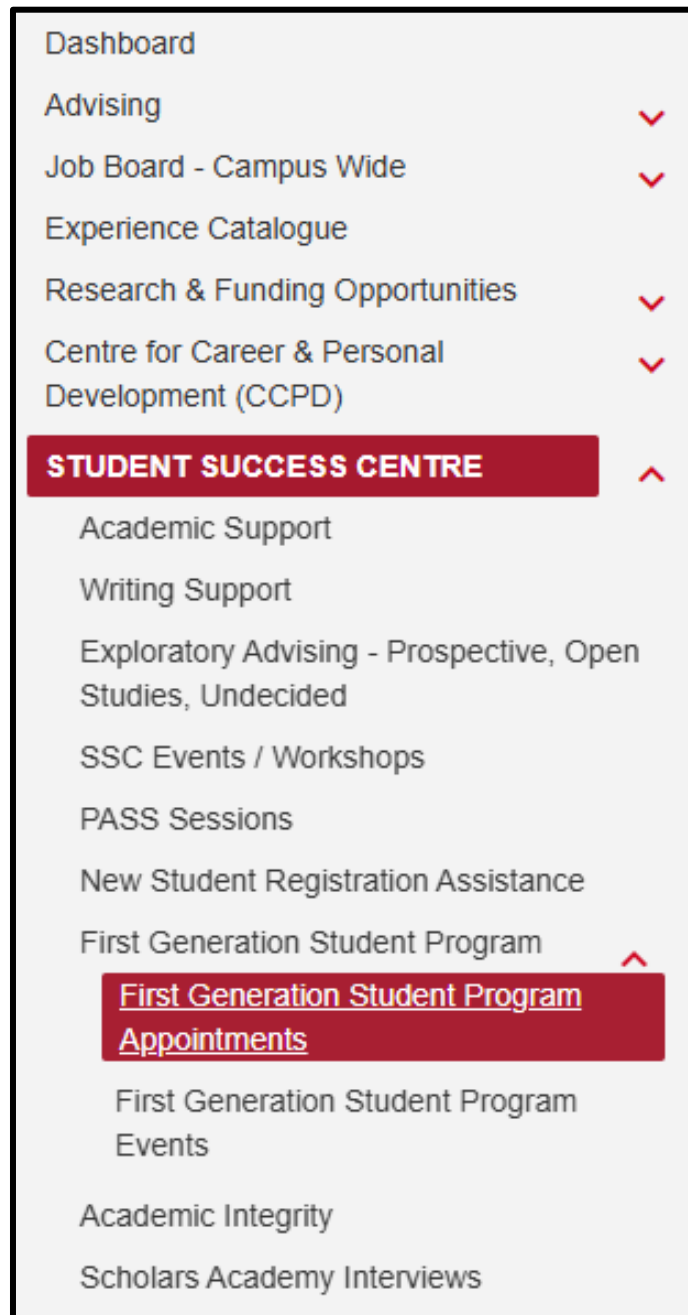
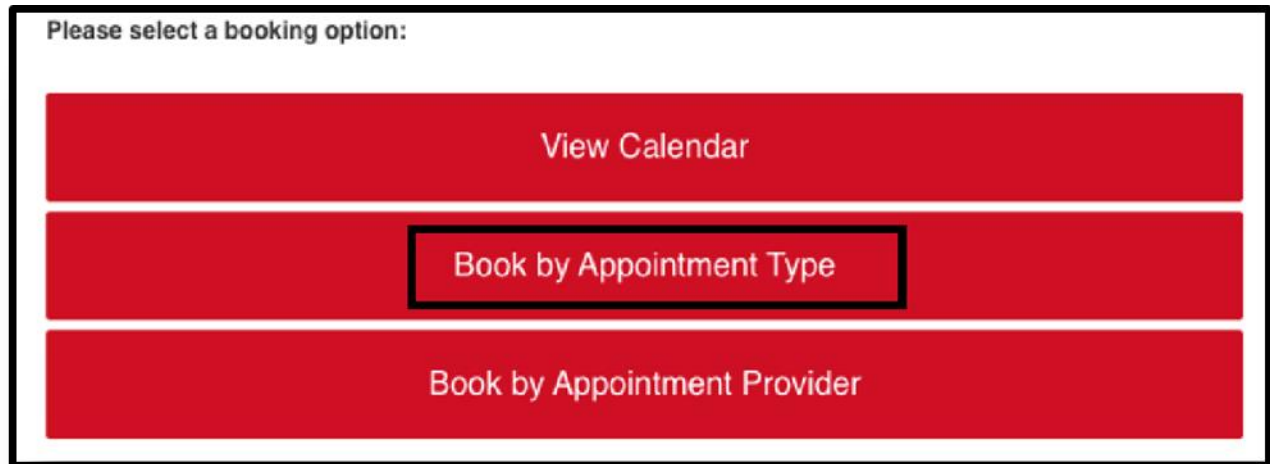


Figure 4 Student Success Centre sub-menu showing the variety of services.

## Step 5: Select a booking option

Choose a booking option such as **Book by Appointment Type**.

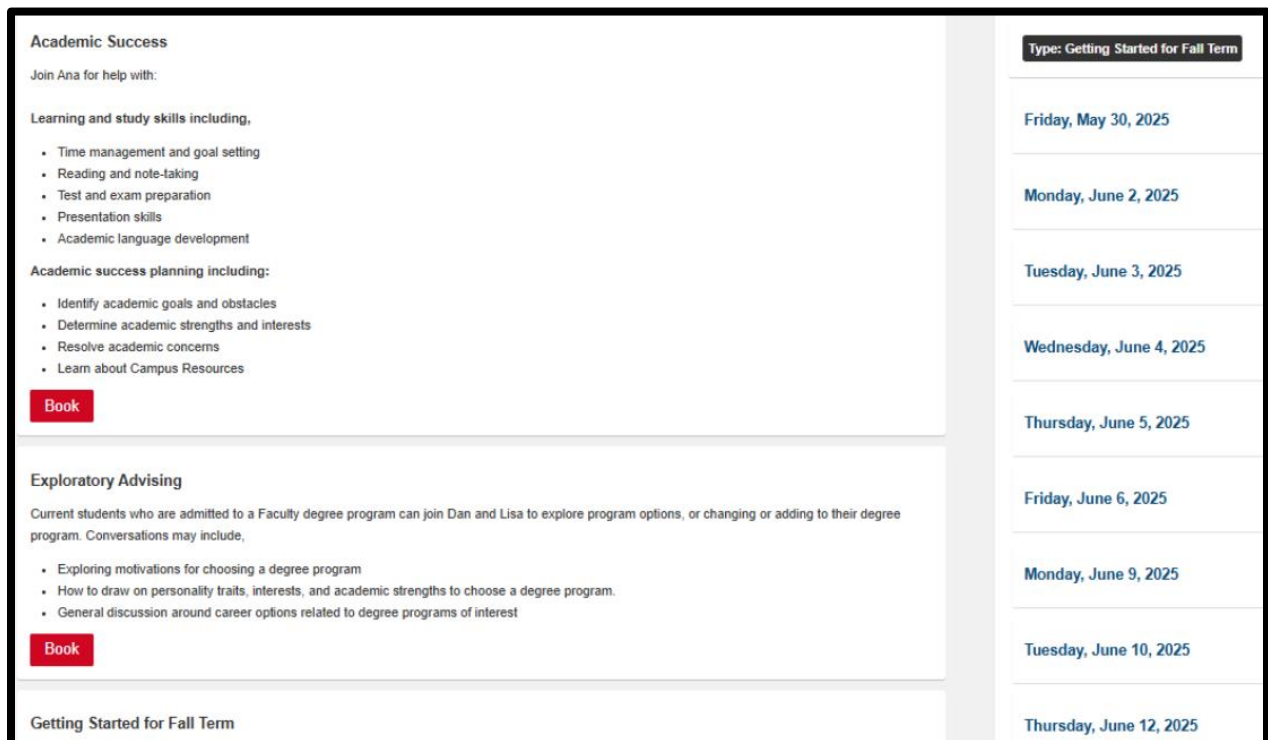


A screenshot of a web interface showing three red rectangular buttons stacked vertically. The top button is labeled 'View Calendar'. The middle button is labeled 'Book by Appointment Type' and is highlighted with a black border. The bottom button is labeled 'Book by Appointment Provider'. Above the buttons, the text 'Please select a booking option:' is displayed.

Figure 5 Booking options for elevate appointments.

## Step 6: Check appointment availability

Select the '**Getting Started for Fall Term**' appointment type as the appointment type you would like to book to see the next available dates.



A screenshot of a web interface showing appointment details. On the left, there are two sections: 'Academic Success' and 'Exploratory Advising'. Each section has a list of topics and a red 'Book' button. On the right, there is a sidebar with a header 'Type: Getting Started for Fall Term' and a list of upcoming dates: Friday, May 30, 2025; Monday, June 2, 2025; Tuesday, June 3, 2025; Wednesday, June 4, 2025; Thursday, June 5, 2025; Friday, June 6, 2025; Monday, June 9, 2025; Tuesday, June 10, 2025; and Thursday, June 12, 2025.

Appointment Type	Upcoming Available Dates
Getting Started for Fall Term	Friday, May 30, 2025
	Monday, June 2, 2025
	Tuesday, June 3, 2025
	Wednesday, June 4, 2025
	Thursday, June 5, 2025
	Friday, June 6, 2025
	Monday, June 9, 2025
	Tuesday, June 10, 2025
	Thursday, June 12, 2025

Figure 6 Appointment type details with upcoming available appointments.

## Step 7: Choose an appointment time slot

Select **view calendar** to choose an **open** appointment time slot. If the calendar does not show any appointment slots, all available appointments have been booked. If you have an urgent concern, please email [firstgenprograms@ucalgary.ca](mailto:firstgenprograms@ucalgary.ca) for assistance.

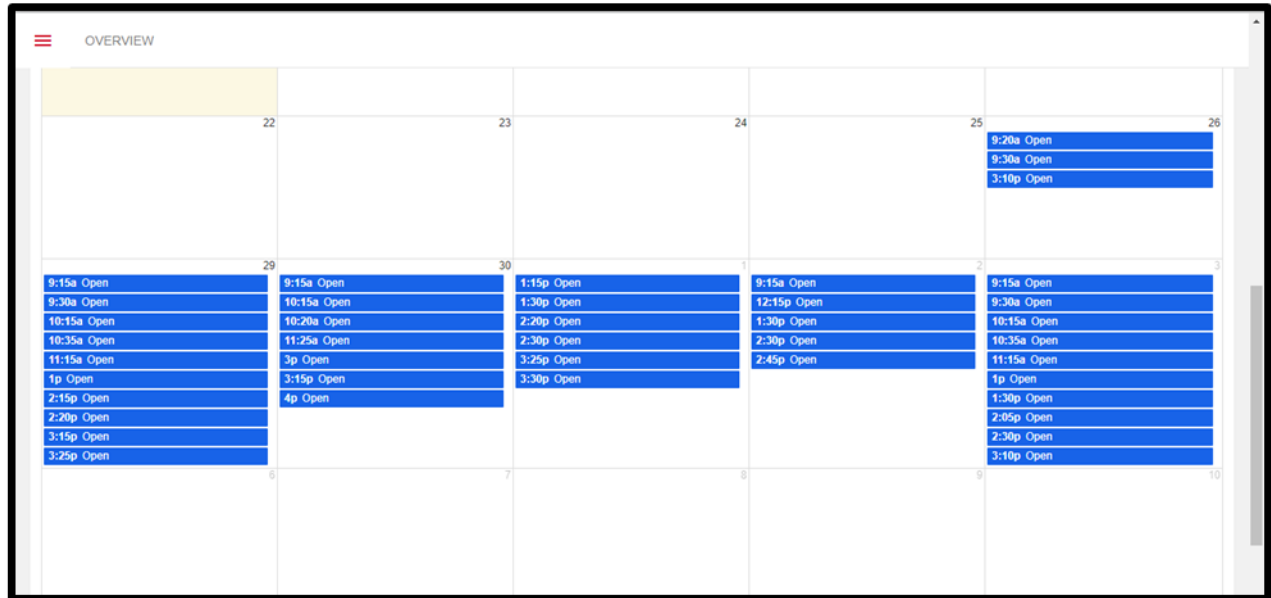


Figure 7 Appointments calendar.

## Step 8: Fill in the appointment information

Enter your **phone number** and **reason for booking** the appointment.

Here is an **example of a reason for booking**:

“I would like to talk through time management strategies that I could use to balance my studying ahead of my final exams.”

Once all your details have been entered, choose **Book Appointment** at the bottom of the screen. You have now booked an appointment.

APPOINTMENT DETAILS	
Provider:	Jared Secord
Location:	Zoom
Appointment Mode:	Online
Date:	February 11, 2022
APPOINTMENT TYPE	
Type:	Graduate School and Award A ▾
ADDITIONAL INFORMATION	
Local Phone #:	<input type="text"/>
I would like to discuss	<div> </div> <div> </div>

Figure 8 Appointment information with phone number and reason for booking.

## Need Assistance?

For questions about Student Success Centre services or support with booking an appointment, email [success@ucalgary.ca](mailto:success@ucalgary.ca) or visit the Student Success Centre on the 3rd floor of TFDL.